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Personnel

THE EDUCATION SERVICES PROGRAM

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: HQ USAF/DPDE (Mr. James M. Sweizer)

Certified by: HQ USAF/DPDE
(Col Patrick C. Keating)

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This instruction implements Air Force Policy Directive 36-23, *Military Education*, 27 September 1993. It tells people what education programs are available for them and how to apply for those programs. This instruction directs collecting and maintaining information subject to the Privacy Act of 1974 authorized by 10 U.S.C. 8013. System of Records F050 AF MP A applies. (Reference AFI 37-132, Air Force Privacy Act Program, paragraph 6.1.)

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

Paragraph **2**. changes “Quality Education System (QES) to “Education Assessment Program (EAP)” and adds standards, (**attachment 2**); Paragraph **4**. expands Contract Services to allow the ESO to use non-personal service contracts or a Blanket Purchase Agreement (BPA) for specified and limited services to include test specialists, night/security monitors, education advisors/counselors, and distance learning technicians. Paragraph **5**. expands the vocational/technical program, defines 75% tuition assistance fees, maximum semester hour costs, ADSC’s, caps, the processing of incomplete (“I”) grades, and defines the use of Government Purchase Card I.M.P.A.C. procedures, guidelines, and regulations as a method of payment. Paragraph **9**. outlines the preparation and submission of the annual Education Services Program Report. Paragraph **10**. changes policy on the management of the Bootstrap TDY Program and redefines its purpose.

Supplements to this instruction are authorized at any level. Submit suggestions for improving this instruction through channels to HQ USAF/DPDE, 1040 Air Force, Pentagon, Washington, D.C. 20330-1040.

1. Program Description and Purpose. The Educational Services Program supports long-range Air Force goals for maintaining a high-quality force and enhancing professional and personal development, recruitment, retention, and readiness. It does this by providing:

- 1.1. High-quality, effective educational opportunities, from learning basic skills through graduate level degrees.
- 1.2. Air Force Tuition Assistance (AFTA).
- 1.3. Academic and Vocational Testing services.
- 1.4. Academic and Vocational Counseling.

2. Major Responsibilities:

2.1. HQ USAF:

- 2.1.1. Implements DoD policies (DoDD 1322.8, *Voluntary Education Programs For Military Personnel*, 6 January 1997, DoDI, 5 February 1997, and Change 1, DoDI 1322.19, 3 February 1999 and DoDI *Voluntary Education Programs In Overseas Areas*, 9 May 1988, and DoDD 1322.16, *Veterans Educational Assistance Act of 1984*, 11 May 1994).
- 2.1.2. Establishes and resolves policy issues of Air Force-wide significance.
- 2.1.3. Reviews annual financial plans.
- 2.1.4. Visits and monitors field activities.
- 2.1.5. Establishes an Education Assessment Program (EAP) and Standards ([attachment 2](#)).
- 2.1.6. Establishes Air Force (AF) goals and objectives.

2.2. Major Commands (MAJCOMs):

- 2.2.1. Implement programs to ensure bases have an adequately trained staff to conduct program needs analysis, counsel students, procure education programs and services, and manage education centers and services. Program coverage must be provided to all tenants and geographically separated units (GSU).
- 2.2.2. Establish a three-year Education Services strategic plan to meet AF goals and objectives.
- 2.2.3. Implement the Air Force EAP within the major command.
- 2.2.4. Develop annual financial plans.
- 2.2.5. Develop command goals and objectives.

2.3. Education Services Officers (ESOs):

- 2.3.1. Implement Air Force and command policies.
- 2.3.2. Manage installation-level programs of education, counseling, testing funding, and administration for base population, to include tenants and geographically separated units.
 - 2.3.2.1. Every attempt should be made to resolve all student appeals at the local level, using the appropriate chain of command.
- 2.3.3. Establish a three-year Education Services strategic plan to meet AF and MAJCOM objectives.

- 2.3.4. Design and conduct continuous assessment of base educational needs. A formal assessment should be conducted every three years or if a major population change occurs.
- 2.3.5. Follow AF EAP Standards as prescribed by respective MAJCOM.
- 2.3.6. Establish a Base Education Planning and Advisory Committee (BEPAC).
- 2.3.7. Manage the budget and prepare annual financial plans for PEC 89732.
- 2.3.8. Administer non-resident PME programs.
- 2.3.9. Manage the OCONUS Spouse Tuition Assistance Program in accordance with policies and guidance established by the Air Force Aid Society.
- 2.4. Individual Program Participants:
 - 2.4.1. Assume an obligation to successfully complete courses or exams funded by AFTA.
 - 2.4.2. Inform the ESO of all final grades as soon as available at the end of each term.
 - 2.4.3. Provide the ESO with proof they completed their studies when on Bootstrap temporary duty (TDY) or on an educational deferment.
 - 2.4.4. Provide the ESO a program of study from the institution for their intended voluntary education goal.
 - 2.4.5. Provide ESO documents for reimbursement of distance learning courses within 90 days of course completion.

3. Program Objectives and Standards.

- 3.1. The ESO ensures the program provides educational opportunities including high school completion and developmental courses that support the AF mission and individual professional development. Those opportunities with emphasis on progressive and non-repetitive degree completion should include programs of study leading to:
 - 3.1.1. Vocational certificates/diplomas.
 - 3.1.2. Associate degrees.
 - 3.1.3. Baccalaureate degrees.
 - 3.1.4. Graduate degrees.
- 3.2. The ESO provides career development assistance to individuals from the time they enter active duty until the time they separate or retire.
- 3.3. Education office personnel shall encourage people to progress academically when they:
 - 3.3.1. Need to improve developmental skills.
 - 3.3.2. Lack a high school diploma.
 - 3.3.3. Are within 15 semester hours of an associate degree or 30 semester hours of a baccalaureate degree and have not participated in an education program within the last 12 months.
- 3.4. All instructors teaching Community College of the Air Force (CCAF) degree applicable courses must hold an associate or higher degree within 12 months of assignment to instructor duty. The ESO will:

- 3.4.1. Coordinate with local PME and on-base school staff teaching CCAF degree applicable courses to ensure all non-degreed instructors are identified.
- 3.4.2. Advise instructors of the requirements of a degree completion program.
- 3.4.3. Monitor instructors' progress toward degree completion.
- 3.5. The ESO makes on-base testing opportunities available by:
 - 3.5.1. Providing Defense Activity for Non-Traditional Education Support (DANTES) testing services to support Air Force personnel in completing their education programs (see DANTES Handbook).
 - 3.5.1.1. All Test Control Officers must have at least a baccalaureate degree as evidenced by a transcript from an accredited institution.
 - 3.5.2. Providing Extension Course Institute end-of-course and PME testing services.
 - 3.5.3. Providing support for distance learning programs.

4. Program Resources.

- 4.1. The ESO will use appropriated funds (APF), program element 89732, in direct support of:
 - 4.1.1. Tuition Assistance (TA).
 - 4.1.2. Materials, equipment, supplies, and services.
 - 4.1.3. Travel, per diem, and registration costs for training and professional development
 - 4.1.4. Non-Personal Services Contracts.
 - 4.1.5. ESOs may authorize the use of appropriated funds, program element (PE) 89732, element of expense code (EEIC 553), for on-duty developmental classes in reading, English, and math.
- 4.2. Colleges and universities may receive utilities without reimbursement.
- 4.3. Contract Services. ESO may use non-personal service contracts or a Blanket Purchase Agreement (BPA) for specified and limited services to include test specialists, night/security monitors, education advisors/counselors, and distance learning technicians. ESO ensures contract:
 - 4.3.1. Is on a fixed or per unit basis.
 - 4.3.2. Does not exceed \$12,000 unless approved by the MAJCOM.
 - 4.3.3. Financial obligation does not extend beyond the end of the fiscal year.
 - 4.3.4. For testing specialists or technicians requires a minimum of five appointments per unit.
 - 4.3.4.1. MAJCOMs may waive the five appointment minimum requirement.
 - 4.3.5. For on-duty classes under the skills development program (math, English, reading) are on a per course basis to include instructional costs and text material; do not include purchases of hardware.
 - 4.3.6. For tutorial services are authorized under the skills development program when separate courses are not feasible.

5. Tuition Assistance.

5.1. The Annual Appropriation Act, DoD, and AF policies authorize TA. Individuals may receive TA without a formal contract between the institution and the Air Force. Requests for changes to the TA policy must be submitted to HQ USAF/DPDE for approval.

5.2. The Air Force will pay tuition assistance at the rate of:

5.2.1. 75% of the combined cost of tuition and authorized fees up to a maximum of \$187.50 per semester hour credit for voluntary off-duty education.

5.2.2. 100% of the combined cost of tuition and authorized fees up to a maximum of \$187.50 per semester hour credit for voluntary off-duty education for:

5.2.2.1. Off-duty courses leading to the completion of a high school diploma or an equivalent certificate.

5.2.2.2. Members deployed to a specified contingency area.

5.3. ESOs may authorize TA at the time of enrollment, subject to the conditions in paragraphs 5.7. and 5.8. for:

5.3.1. Vocational Coursework

5.3.1.1. Students may pursue and receive only one voluntary professional certificate, license, or diploma of choice during their AF career, regardless of their current education level.

5.3.1.2. Student must provide ESO with a program plan prior to course registration in order to receive TA approval for proposed program course.

5.3.1.3. A maximum of \$7,000 in TA funds may be used toward completion of the ESO approved plan of study. If a student elects to take a vocational course *and* a course toward an academic degree in the same fiscal year, the total TA cap will still be \$3,500 per fiscal year.

5.3.1.4. TA will only be approved for programs at post secondary institutions accredited by a national, regional, or specialized accrediting body recognized by the Department of Education.

5.3.1.5. All TA policies and conditions in this AFI will apply.

5.3.1.6. TA will not be used for recertification. Although the “lower/lateral” course rule is waived for an approved vocational plan of study, TA may not be used to repeat a course already taken under a similar vocational plan. Additionally, TA cannot be used to pursue an additional degree under the provisions of this vocational policy.

5.3.2. Fees for college/university/technical school examinations for credit that is applied and transcribed to the individuals current degree program.

5.3.3. Lab, shop, instructional, and technology fees required as a condition of enrollment.

5.3.4. Courses or programs longer than 18 weeks if institution invoices Air Force on a quarterly basis. (If quarterly invoicing is not possible, student assumes full responsibility for payment of TA and will be reimbursed upon the successful completion of the ESO approved course/program.)

5.3.5. Distance Learning courses offered within 18-weeks. Students enrolled in DL courses longer than 18 weeks will be reimbursed after successful course completion.

5.3.6. Prerequisite courses for graduate study to a maximum 12 semester hours.

5.3.7. Courses leading to the completion of high school or an equivalent certificate (100%).

5.4. Do not use TA for:

5.4.1. Non-instructional purposes such as parking fees, student activity fees, medical services, or for matriculation or graduation fees.

5.4.2. Tuition covered by VA or other federal benefits (excluding Pell Grants).

5.4.3. Failed courses at the undergraduate level; "D" or below at the graduate level.

5.4.4. Courses after late registration (MAJCOM may waive or the ESO may waive if MAJCOM designates).

5.4.5. Tuition for officers attending educational institutions under the Excess Leave Program.

5.4.6. Tuition for military personnel on Bootstrap or permissive TDY.

5.4.7. Tuition for military personnel on active duty for training (ADT) or active duty support (ADS) for less than 180 days.

5.4.8. Tuition for courses that apply to a certificate or degree program already attained (exceptions listed in paragraph 5.6.).

5.4.9. Tuition or instructional fees in excess of \$187.50 per semester hour or \$125 per quarter hour.

5.4.10. Tuition for repeated courses or courses equivalent in content to a course already completed (courses waived that meet paragraph 5.6. specifications or reimbursed are excepted).

5.4.11. Tuition for audited courses.

5.4.12. Tuition for in-flight training, even when it is part of a degree program.

5.4.13. Tuition for clinical internships or dissertations that were a condition of a contract for entry to active duty.

5.4.14. Courses for which veteran benefits are used.

5.4.15. Tuition for post-masters courses, certificates or degrees, including doctorates, or Juris Doctorate (J.D.) degrees.

5.4.16. Tuition or fees for non-credit bearing tests or any activity designed as a test preparation course.

5.4.17. Courses applicable to an individual's AF job, AFSC, or other AF related training that is not part of an approved degree/certificate/diploma program.

5.4.18. For incarcerated AF members or those awaiting appellate review.

5.5. The ESO must ensure that:

5.5.1. Enlisted member's retainability extends beyond the course end date or the individual intends and is eligible to reenlist.

5.5.2. An officer's date of separation (DOS) is 2 years or more after the end of course. Officer signs an AF Form 1227 with complete understanding of Active Duty Service Commitment (ADSC).

5.5.3. The individual is aware of requirements for reimbursement of non-completions, withdrawals, or unsatisfactory grades.

5.5.3.1. Individuals reimburse for failed courses at the undergraduate level; “D” or below at the graduate level.

5.5.3.2. Individuals receiving incomplete (“I”) grades must attain a satisfactory grade within twelve (12) months of the end of the course or term unless a shorter term is specified by school policy. At the end of this period, reimbursement action will be initiated if a satisfactory grade has not been received. The twelve-month period may be extended by the ESO for health reasons, TDY, emergency leave, or hospitalization on a day-for-day basis.

5.5.3.3. It is the responsibility of the gaining education center to take appropriate action on incoming personnel with incomplete or missing grades.

5.5.4. TA reimbursement waivers are authorized for unanticipated health reasons, TDY, PCS, or change in work schedules, emergency leave, or hospitalization of a length that precludes course completion.

5.5.5. The individual is in good academic standing before TA is authorized.

5.5.6. When calculating TA for courses based on clock/contact hours, one semester credit hour is equal to 15 contact hours. (For example, a 40 contact hour course equals 2.76 semester credits for TA purposes.)

5.5.7. The institution and course meet the criteria of paragraphs 5.3. and 5.8.

5.5.8. The aggregate amount of TA payable on behalf of a servicemember does not exceed \$3500 during one fiscal year.

5.5.9. TA is used by individuals in accordance with their submitted and approved program of study and that students pursue their stated educational goals in a logical, progressive manner.

5.6. EXCEPTIONS. The ESO may TA for lower/lateral courses under the following conditions:

5.6.1. Courses toward CCAF degrees for which the individual is eligible.

5.6.2. Courses toward a second associate’s degree if member completes all requirements for award of CCAF degree.

5.6.3. Courses leading to teacher certification pursuant to restrictions in paragraph 5.4.

5.6.4. For foreign language courses (officers only). Officers must take the Defense Language Test after completing the second course.

5.6.5. A graduate degree in foreign language/areas studies (officers only with 15 years or less TAFCS).

5.6.6. Coursework as described in paragraph 5.3.1.

5.7. The Air Force provides TA for:

5.7.1. Air Force personnel on active duty.

5.7.2. Air Force Reserve personnel on active duty for periods of more than 179 days and verified by United States Armed Forces Identification (ID) Card and orders.

5.7.3. Air National Guard (ANG) personnel on active duty for periods of more than 179 days and verified by Armed Forces ID.

5.7.4. Military personnel of other US Services who are assigned to active duty with an Air Force organization.

5.8. The Air Force provides TA for courses of study at:

5.8.1. Postsecondary institutions accredited by a national, regional, or specialized accrediting body recognized by the Department of Education.

5.8.2. Air Force Aero Clubs for ground school, Airframe and Powerplant, and Federal Communication Commission courses. (Paragraph 5.4.17. applies.)

5.9. The ESO processes tuition and tuition refunds by:

5.9.1. Completing AF Form 616, **Fund Cite Authorization**, or an AF Form 4009, **Government Purchase Card Fund Cite Authorization Form**.

5.9.2. Completing AF Form 1227, **Authority for Tuition Assistance - Education Services Program**.

5.9.3. Certifying tuition assistance eligibility.

5.9.4. Determining waivers of refund for failed or not completed courses as outlined in Paragraph 5.5.3.1.

5.9.5. Completing AF Form 118, **Refund of Tuition Assistance - Education Services Program**.

5.9.6. Processing cash collections and payroll deductions for identified personnel.

5.9.7. Certifying that school invoices are correct.

5.9.8. Adhering to Government Purchase Card I.M.P.A.C. procedures, guidelines, and regulations.

6. Veterans' Affairs (VA) Education Program.

6.1. The ESO:

6.1.1. Is responsible for providing information on veterans education benefits programs.

6.1.2. Provides information and assistance for completing VA Form 22-1990, **Application For VA Education Benefits**; DD Form 2366, **Montgomery GI Bill Act of 1984**; VA Form 22-1995, **Request For Change of Program or Place of Training**; VA Form 24-5281, **Application For Refund of Education Contributions**.

6.1.3. Updates proper veteran education codes in the personnel data system.

6.1.4. Acts as liaison with the applicable Department of Veterans Affairs Regional Office.

6.1.5. Ensures implementation and administration of the Montgomery GI Bill program is in accordance with Department of Defense Directive 1322.16.

7. Program Management.

7.1. Installation programs are based on the current educational needs as determined by the ESO and the BEPAC outlined in strategic education plans. Strategic education plans implement Air Force, command and installation objectives.

7.2. The ESO:

7.2.1. Ensures each on-base program meets the criteria of paragraph 5.7. and DoDD 1322.8 and has a current standard Air Force Memorandum of Understanding (MOU) or education contracts for USAFE and PACAF.

7.2.2. Ensures the MOU requires institutional participation in the EAP. MOUs must be coordinated through the local Judge Advocate office prior to final approval by installation commander and chief executive officer of the institution. The education contracts for USAFE and PACAF require institutional participation in the Military Installation Voluntary Education Review (MIVER).

7.2.3. Ensures on-base institutions provide courses in support of CCAF.

7.2.4. Negotiates MOUs for periods of three to five years and reviews them annually (CONUS only).

7.2.5. Notifies MAJCOM upon acquisition of new programs or when modifying/discontinuing an existing AF MOU (CONUS only).

7.2.6. Coordinates all on-base educational activities.

7.2.6.1. Acquisition of all on-base programs, whether sponsored by education services or any other on-base organization, requires negotiation and coordination with the ESO and the completion of a MOU.

7.2.7. Ensures customer needs and quality, not price, are the most important factors in selecting on-base programs.

7.3. HQ USAF/DPDE may authorize AF wide MOUs for on-base programs within the continental United States. These programs operate under MOUs negotiated by the MAJCOM and signed by the chief executive officer of the institution and the MAJCOM Director of Personnel or designee. The MAJCOM:

7.3.1. Ensures MOUs (CONUS) or contracts governing overseas programs (USAFE/PACAF) are in accordance with DoDI 1322.19 and DoDD 1322.8.

7.3.2. Ensures overseas contracts govern access to on-base programs (USAFE/PACAF).

7.3.3. May limit TA to contract institutions only overseas (USAFE/PACAF).

7.3.3.1. Coordinates with the contracting officer or designee when new programs are requested at AF installations.

8. Priority for Enrollment. The ESO allows personnel to enroll in on-base programs in the following priority: active-duty military personnel, DoD civilians, AFRES personnel, ANG personnel, adult family members of military personnel, military retirees, and community civilians.

9. Records and Reports.

9.1. The ESO:

9.1.1. Tracks program-related data.

9.1.2. Updates the personnel data system to reflect courses taken by individuals through the education center.

9.1.3. Initiates and updates AF Form 186, **Individual Record-Education Services Program**, or automated record to reflect counseling.

9.1.4. Prepares and submits to the MAJCOM the annual Education Services Program Report containing participation statistics as of 30 September. NOTE: The report must arrive at MAJCOM not later than 15 work days after the reporting period end date.

9.2. The MAJCOM submits the following report to HQ USAF/DPDE: A consolidated annual Education Services Program Report containing participation statistics as of 30 September. NOTE: Report must arrive at HQ USAF/DPDE not later than 30 work days after the reporting period end date.

9.3. The Annual White House Initiative - "Annual Accomplishment Report/Plan on Historically Black Colleges and Universities (HBCU)" will be sent to SAF/SB, 1060 AF Pentagon, Washington, D.C. 20330-1060.

9.4. The ESO complies with the DANTES Examination Program handbook when providing testing services. The use of DD Form 1572, **Test Log (DANTES) and Others**, and the DD Form (DANTES) 1560, **DANTES Document Receipt Form** is used for monitoring and test inventory. If a test is lost, stolen, or compromised, Air Force and DANTES investigative procedures will be followed.

10. Operation Bootstrap. The ESO manages the Bootstrap TDY Program and makes an academic evaluation of each Bootstrap application. The Bootstrap program is only used when an individual has completed as much as possible of a degree program through the off-duty education program; it is evident that completion of the degree program is not possible during current assignment or with an educational deferment; or it is necessary to accelerate academic requirements for application to an AFIT degree or AF commissioning program.

10.1. Upon the academic evaluation and recommendation of the ESO, the unit commander may authorize permissive terminal TDY for resident study for personnel who can complete their degree within one academic year or the minimum residency requirement of the institution.

10.2. Upon the recommendation of the ESO, the unit commander may authorize permissive non-terminal TDY of up to 16 weeks to permit individuals to meet specific academic requirements not available through off duty educational programs. Individuals being considered for a non-terminal TDY may be allowed to complete:

10.2.1. Courses specifically required in the major or minor field of study.

10.2.2. Short resident seminars.

10.3. Bootstrap participants must:

10.3.1. Have sufficient retainability or agree to serve a period equal to three times the length of the TDY (may be served concurrently with an existing commitment).

10.3.2. Complete as much coursework as possible through normal off-duty study.

10.3.3. Carry at least the minimum number of hours required for full-time study as established by the educational institution.

- 10.3.4. Attend classes as outlined on AF Form 204, **Permissive TDY Request-Operation Bootstrap**
 - 10.3.5. Be a career airman or a first term airman eligible or selected for reenlistment.
 - 10.3.6. Be an officer who has completed one year of his or her direct duty assignment.
 - 10.4. Bootstrap participants may not:
 - 10.4.1. Complete all course requirements for an entire master's degree.
 - 10.4.2. Duplicate a degree level already held.
 - 10.4.3. Begin TDY within 12 months of completing any previous Bootstrap TDY or education deferment.
 - 10.4.4. Be on a control roster.
 - 10.4.5. Be in pipeline status.
 - 10.4.6. Use TA.
 - 10.5. The length of the Bootstrap TDY program:
 - 10.5.1. Is restricted for up to 35 weeks.
 - 10.5.2. May exceed 35 weeks for academic disciplines in engineering, math, physical science, biological science, or computer science.
 - 10.5.3. May not exceed 52 weeks for CONUS individuals or 26 weeks for individuals assigned overseas.
 - 10.5.4. Cannot exceed 26 weeks for officers unless the application is forwarded through AFIT/CIRS for review and recommendation and to HQ AFMPC/DPMRPC for review and clearance.
 - 10.6. The ESO processes applications using AF Form 204, **Permissive TDY Request-Operation Bootstrap**, and coordinates with the Military Personnel Flight (MPF). Bootstrap applications will be cleared through HQ USAF/DPOA for colonels, AFPC/DPAMN for medical officers or enlisted personnel applying for nursing programs, USAF/HCP for chaplains, HQ USAFR/RSRP for AF Recruiters, and HQ AFOSI/DP for investigators.
- 11. Deferments.** Military personnel may receive an educational deferment. The MPF manages the program and determines the appropriateness of each request. The ESO has the responsibility of monitoring the progress of members on educational deferments.
- 11.1. Deferment recipients must:
 - 11.1.1. Be able to complete an associate degree (enlisted personnel only) or higher degree in one year or less through off-duty study. **EXCEPTION:** Individuals in health care AFSCs, who are pursuing programs leading to professional certification rather than degree completion at the state or national level, are eligible for deferment.
 - 11.1.2. Have completed their first term of service or have a six year obligated period of service.
 - 11.2. Deferment recipients must not:
 - 11.2.1. Be seeking deferment for the purpose of completing a thesis or research paper.

11.2.2. Be seeking deferment for the purpose of completing an equal or lower degree than is currently held.

11.2.3. Have consecutive or subsequent deferments within 12 months from a previous deferment or a Bootstrap TDY.

11.2.4. Be stationed overseas.

12. Forms Prescribed: AF Form 118, Refund of Tuition Assistance- Education Services Program

AF Form 186, Individual Record - Education Service Program

AF Form 204, Permissive TDY Request - Operation Bootstrap

AF Form 1227, Authority for Tuition Assistance - Education Services Program

DONALD L. PETERSON, Lieutenant General, USAF
DCS/Personnel

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

Air Force Policy Directive 36-23, *Military Education*, 27 September 1993

Title 10 U.S.C. 8013

AFI 36-2304, *Community College of the Air Force*, 1 September 1999

AFI 36-2305, *Educational Classification and Coding Procedures*, 31 May 1994

AFI 37-132, *Air Force Privacy Act Program*, paragraph 6.1

DoDD 1322.8, *Voluntary Education Programs For Military Personnel*, 6 January 1997

DoDI, 5 February 1997, and Change 1, DoDI 1322.19, 3 February 1999

DoDI *Voluntary Education Programs In Overseas Areas*, 9 May 1988

DoDD 1322.16, *Veterans Educational Assistance Act of 1984*, 11 May 1994

Abbreviations and Acronyms

ACE—American Council on Education

ACSC—Air Command and Staff College

ADSC—Active Duty Service Commitment

AECP—Airman Education and Commissioning Program

AF—Air Force

AFI—Air Force Instruction

AFIT—Air Force Institute of Technology

AFPC—Air Force Personnel Center

AFR—Air Force Regulation

AFRES—Air Force Reserve

AFRC—Air Force Reserve Command

AFROTC—Air Force Reserve Officers Training Corps

AFSC—Air Force Specialty Code or Armed Forces Staff College

ANG—Air National Guard

ATCO—Alternate Test Control Officer

AWC—Air War College

BEPAC—Base Education Planning and Advisory Committee

CC—Commander

CCAF—Community College of the Air Force
CHEA—Council for Higher Education Accreditation
CLEP—College Level Examination Program
CONUS—Continental United States
DANTES —Defense Activity for Non-Traditional Education Support
DEPH—DANTES Examination Program Handbook(s) Volume I & II
DEROS—Date Earliest Eligible to Return From Overseas
DFAS—Defense Finance and Accounting Service
DoD—Department of Defense
DoE—Department of Education
DoDI—Department of Defense Instruction
DOS—Date of Separation
DSST—DANTES Subject Standardized Test
DVA—Department of Veterans Affairs
EAP —Education Assessment Program
ECI—Extension Course Institute
EEIC —Element of Expense/Investment Code
ESC—Education Services Center
ESO—Education Services Officer
ETS—Educational Testing Service
FY—Fiscal Year
GSU—Geographically Separated Unit
HBCU—Historically Black Colleges and Universities
HQ—Headquarters
HQ USAF—Headquarters United States Air Force
ID —Identification
IMPAC—International Merchant Purchase Authorization Card
LEAD—Leadership Encouraging Airmen Development
MAJCOM —Major Command
MGIB —Montgomery GI Bill
MIVER—Military Installation Voluntary Education Review
MOU —Memorandum of Understanding

MPF —Military Personnel Flight

MSS —Mission Support Squadron

NCO —Non-commissioned Officer

NCOA —Non-commissioned Officer Academy

NPSC—Non-Personal Services Contract

OPR—Office of Primary Responsibility

PACAF —Pacific Air Force

PCS —Permanent Change of Station

PC-III—Personnel Concept III

PEC —Program Element Code: PE 89732 is Education Services

PME —Professional Military Education

QH —Quarter Hour

SH —Semester Hour

SNCOA —Senior Noncommissioned Officer Academy

SOAR—Scholarships for Outstanding Airmen to ROTC

SOS —Squadron Officer School

STAP—Spouse Tuition Assistance Program

TA—Tuition Assistance

TCO —Test Control Officer

TDY —Temporary Duty

USAFA —United States Air Force Academy

USAFE —United States Air Forces in Europe

VEAP —Veteran's Educational Assistance Program

Attachment 2**EDUCATION ASSESSMENT PROGRAM (EAP) STANDARDS*****Standard 1 - Customer Satisfaction***

Academic institutions and Education Services should conduct periodic assessments of customer satisfaction.

Key Areas of Concern:

1. Office hours (Education Center, Institutions, and Library)
2. Testing
3. Counseling and Advising
4. Availability of Reference Materials
5. Annual Course Schedule
6. Marketing Plan(s)
7. Student Course Evaluations
8. Student Services Evaluations
9. Textbook Services
10. Registration, Transferability and Credit Evaluation
11. Transcript Services
12. Classroom and Office Space

Suggested Measurement (baselines are established by Major Command):

1. Baseline measurements are developed and monitored for each key area.
2. Measurements are used to measure improvement or status.

Standard 2 - Student Preparation, Evaluation, and Placement

Student evaluation procedures such as mathematics and English placement tests should be used to determine enrollment levels for undergraduate students.

Discussion

All students who initially apply to enroll in post-secondary educational programs should be evaluated by the institution to determine if they have the academic preparation and basic skills to succeed. Evaluation procedures typically include mathematics and English placement tests to determine if the student needs remedial or refresher instruction prior to enrollment in post-secondary courses/programs. Other evaluation procedures, such as a review of admission test (SAT or ACT) results, high school records, etc., are

used to determine the appropriate level of enrollment. Students who are identified as requiring additional preparation prior to post-secondary enrollment should be provided remedial/refresher instruction by the institution. If the institution does not provide on-base remedial/refresher instruction, the student should be referred to the Education Services Center for counseling/advisement and assistance.

Key Areas of Concern:

1. Inadequate preparation for admission into entry-level mathematics and English courses.
2. Students are properly placed in mathematics and English introductory courses.
3. Lack of success in prior attempts at entry-level mathematics and English courses.
4. Students have the necessary computer skills required of the curriculum or course.

Suggested Measurement (baselines are established by Major Command):

1. All first time college students requesting enrollment in mathematics or English courses should be evaluated (e.g., administered mathematics and English placement tests, provided an individual academic background assessment, such as reviewing high school transcripts, etc.) to determine appropriate course placement.
2. All students who have received a grade of "D" or "F" in entry-level mathematics or English courses should be evaluated (e.g., administered mathematics or English placement tests, provided individual academic background assessment, etc.) to determine appropriate course placement.

Standard 3 – Faculty

Faculty members teaching in on-base programs should be academically and professionally prepared to provide quality instruction.

Discussion

The faculty employed to teach courses on Air Force bases should possess the academic credentials and professional experience required of campus faculty. Course loads for on-base faculty should also mirror campus faculty. Excessive teaching loads by both full- and part-time faculty detracts from the quality of the on-base instructional program.

The central questions are:

1. Would a faculty member employed for the on-base program be allowed to teach the same or comparable course(s) on the main campus?
2. Are adjunct faculty members who are fully employed or self-employed in other professions allowed to teach a full course load on the main campus?

3. Are full-time campus faculty allowed to teach an additional full course load in the institution's continuing education or evening program?

Institutions should ask these questions when considering faculty applications for on-base programs.

Key Areas of Concern:

1. Degree level of faculty (Ph.D., Master's, etc.).
2. Professional teaching experience.
3. Subject matter competency.
4. Teaching load of faculty.
5. On-base faculty is provided continuing orientation/professional development on instructional resources, services available on base and at the home campus.
6. On-base faculty communication with home campus peers.

Suggested Measurement (baselines are established by Major Command):

1. All on-base faculty should hold academic credentials and possess professional experience required of campus faculty.
2. Faculty members who are fully employed in other professions/occupations may be employed to teach a maximum of two courses per 16-week term or one course per 8 or 9 week term. Faculty members may, as an exception, teach an overload of a third course in an 16-week term or a second course in an 8 or 9 week term in response to an unexpected academic need of the institution.

Standard 4 - Instructional and Library Resources

Institutions should ensure adequate instructional and library resources including computer hardware and software are provided to support base courses and programs.

Discussion

It is the inherent responsibility of collegiate institutions to provide adequate library resources to support their on-base academic courses and programs. Library resources may be provided through cooperative arrangements with the base library, cooperative arrangements with other institutional libraries, inter-library loans, or by making library materials readily available from the institution's main campus library. Air Force base libraries do not normally maintain sufficient holdings or have adequate resources to completely support undergraduate and graduate degree program requirements. However, base libraries can provide supplemental support for institutions and should be advised of curricular requirements sufficiently in advance of course start dates to assist in obtaining and reserving required material.

Key Areas of Concern:

1. Communication between the librarian, the institutional representatives, and the ESO concerning the library and information resources and services needed to support the on-base academic courses and programs.
2. Span of educational support currently expected of the base library (i.e., serving needs that range from pre-school to graduate education, as well as recreational interests of all ages).
3. Base library and post-secondary educational services cross command functions. Frequently, the role of the base library in planning and supporting on-base academic courses and programs is not acknowledged by either function.
4. Adequacy of base library holdings, services, and reference personnel to support on-base academic courses and programs.
5. Varying MOU provisions concerning library support among educational providers on the same installation. MOU provisions frequently do not reflect the real library support needed for on-base academic courses and programs.
6. Adequacy of audiovisual equipment, supplies, computer hardware, and software.
7. Adequate and appropriate classroom space.

Suggested Measurement (baselines are established by Major Command):

1. All institutions should ensure the base library is systematically provided course information 4-6 weeks in advance of course presentation. This allows the librarian (or library reference specialist) time to assess the base library's collection and service capability to support course offerings. Such forms of instructional communication may include:
 - a. Librarian meeting with institutional faculty.
 - b. Library receiving course outlines, schedules, reading and reserve lists, and other support materials.
 - c. Students receiving research and term paper assignments and other exercises that require information and instruction that go beyond faculty lectures and handouts.
2. All institutions should ensure student and faculty library needs are met by:
 - a. Providing adequate materials to the base library;
 - b. Through formalized arrangements with local institutions; or
 - c. Arranging access to the institution's library.
3. All institutions should recognize that adult learners need to receive instruction in the identification and use of information resources and technologies. This may be accomplished through:
 - a. Student and faculty orientation to library resources and services.
 - b. Instruction in accessing information through print, electronic formats, and networks.
 - c. Student assignments that require the use of library resources.

4. All institutions should designate an on-campus professional librarian to assist in the coordination of library resources and services designed to meet the special needs of base students and the faculty who teach them.
5. All institutions should regularly assess the instructional and library resources and services within their programs.

Standard 5 - Program Development, Evaluation, and Effectiveness

Program development is based on data generated from program monitoring, cooperative planning and goal setting by the base Education Services institutions and installation representatives. Institutions should establish course and degree program evaluation procedures to assure quality instruction is maintained. The ESO and institutions should collect, compile, and maintain statistical data required to monitor the effectiveness of on-base educational programs.

Discussion

Program Development: Ensure the establishment of the Base Education Partnership Committee (BEPAC) to increase cooperation among institutions, Education Office Library, and other base agencies. The BEPAC uses data collected by institutions and the Education Services to facilitate its activities. These activities include communication among the education partners on the installation, establishment of common goals, and participation in cooperative efforts. The BEPAC develops a systematic, continued program of development to meet the existing and emerging academic needs of the base population.

Program Evaluation: The quality of on-base degree programs and courses within degree programs is maintained through a frequent, systematic process of course and program evaluation. The effectiveness of evaluation procedures should not be based solely on student and faculty evaluations; procedures should include peer evaluation, instructional review, and evaluation of course content to assure the course is responsive to both environmental changes and advances in the profession. Individual courses provided on Air Force bases should be evaluated at least as frequently as those on campus and include all the assessment instruments included in campus evaluations. In addition to course evaluations within a degree program, the overall degree program(s) should be evaluated to maintain quality and currency.

Program Effectiveness: The ESO and institutions collect, compile, and analyze statistical data to evaluate the effectiveness of their instructional programs. The ESO and institutions use this data to identify trends and initiate quality improvements. The ESO and institutions should include a systematic process to collect, compile, and analyze statistical data for on-base programs. This data should consider the differences in traditional versus adult students, the requirements of military students, etc. Analysis of data is used to determine if quality improvements can be implemented for student services, instructional format, etc.

Key Areas of Concern:

1. Systemic procedures for identifying and selecting potential providers of on-base education programs.
2. Base needs assessment, education plan, memoranda of understanding are current.
3. Inconsistent evaluation procedures.

4. Less stringent evaluation procedures for on-base courses and programs compared to campus courses and programs.
5. Rates of and reasons for course withdrawals.
6. Distribution of grades.

Suggested Measurement (baselines are established by Major Command):

1. All on-base courses should be evaluated, at a minimum, as frequently as campus courses through student evaluation, peer evaluations, instructional review, and course content evaluations.
2. The results of all on-base course evaluations should be compared to those taught on campus (the variance between campus students and on-base students should be appropriately noted).
3. All on-base degree programs should be reviewed and evaluated as part of the campus academic assessment program.